*Communication – UN Partner Portal notice*

# Upcoming changes to proGres

proGres, the core tool in UNHCR's Population Registration and Identity Management Ecosystem (PRIMES), will be undergoing an important upgrade in the first quarter of 2023. In the last seven years, proGres has been rolled out in multiple country operations where UNHCR operates and to numerous partner organizations, all of whom use the system to support the delivery of protection, assistance and durable solutions to refugees, asylum-seekers, stateless persons and IDPs.

Currently, the data in proGres and the application itself is hosted on a UNHCR-owned server in Geneva. After the planned upgrades are implemented, proGres will be hosted by a major cloud service provider, Microsoft, in its highly secure data centres in the European Union.

UNHCR will retain full control over the processing of the personal data of forcibly displaced and stateless persons stored in proGres. The data remains protected by UNHCR's legal privileges and immunities, and hence is "inviolable" by third parties.

From the end-user perspective, the upgrade will deliver the following advantages:

- **Availability:** proGres will no longer need to be taken offline every week for maintenance, since this will be done in real-time in the cloud while the system is still running.
- **User interface:** proGres will have a new streamlined user interface, which will be quicker and easier to navigate. The new interface will also allow for the application to be accessible on a wide range of devices.
- **User support:** The cloud-based service offers greater possibilities for user interaction to assist in the usage of the application.
- **Enhanced security:** Shifting to a cloud infrastructure offers more robust data security.

UNHCR PRIMES support and UNHCR country offices will communicate with their partners who use proGres in the coming months to plan the practical aspects of the upgrade, such as system downtime and new user interface training.

UNHCR Global Data Service, December 2022